

Vital Records Electronic Registration System (ERS-II)

Technical Resource Guide and Support Procedures

Vital Records Help Desk: (402) 471-8275

Revised: 03/18/2009

Frequently Asked Questions

➤ **Problem: User cannot access the State web site**

If problem occurs Monday-Friday, 8:00 a.m. – 5:00 p.m.

:

- See Section I.1 Support Issues—Technical problems
- See Section I.2 Support Issues—Vital Records ERS-II application software problems/questions

If problem occurs outside of these standard business hours

- See Section I.4 Technical Support Contact/Support hours

➤ **Problem: Printer does not work with the Vital Records ERS-II system**

- See Section IV Printers

➤ **Problem: New employee hired, employee resigns, or an employee's job responsibilities change**

- See Section V Adding New Users, Changing a User's authority, or Deleting Users

➤ **Problem: Employee has forgotten how to change their password**

- See Appendix III Changing your Citrix/Metaframe password

➤ **Problem: Employee does not remember the password standard requirements**

- See Appendix III [Changing your Citrix/Metaframe password]

➤ **Problem: Employee did not change their password within the 90 day timeframe**

- The employee's password will need to be reset:

If problem occurs Monday-Friday 8:00 a.m. – 5:00 p.m.

- See Section I.1 Support Issues—Technical problems
- See Section I.2 Support Issues—Vital Records ERS-II application software problems/questions

If problem occurs outside of these standard business hours

- See Section I.4 Technical Support Contact/Support hours

➤ **Problem: Employee has entered their password incorrectly 3 times**

- The employee's password will need to be reset:

If problem occurs Monday-Friday 8:00 a.m. – 5:00 p.m.

- See section I.1 Support Issues—Technical problems
- See Section I.2 Support Issues—Vital Records ERS-II application software problems/questions

If problem occurs outside of these standard business hours

- See Section I.4 Technical Support Contact/Support hours

- **Problem: User wants to download the Citrix/Metaframe client to a new or different PC**
 - See Appendix II Citrix/Metaframe Access over Network
 - See Appendix I Vital Records Electronic Registration System (ERS-II) Technical Overview
- **Problem: Users are uncertain as to the availability of the system**
 - See Section II System Availability
- **Problem: User sees message that says “System Is Busy”**
 - This message means that you already have a session of the application running.
 - Press the “Alt” key and then the “Tab” key to see the sessions you already have open.
 - Tab through the sessions until you get to the icon that looks like a ‘V’ with NetSmart VRS under it.

NOTE: For any issues that you may encounter in using the system, please contact the Vital Records ERS-II Help Desk at 402-471-8275.

I. Support Issues

1. Technical problems:

When technical problems are encountered using the Vital Records ERS-II system, use the following steps to troubleshoot the problem and to report it to the proper contact:

a. Troubleshooting the problem

- ☐ If the desktop is not working, contact your computer technical support staff.
- ☐ If the user cannot access the Internet, contact your computer technical support staff or ISP.
- ☐ If the State Citrix/Metaframe web address cannot be accessed, test an alternate web address to insure connection can be made to the Internet.
- ☐ If the user cannot access any other web address, contact your technical support staff or ISP.
- ☐ If the user can access other web addresses, contact Vital Records Help Desk as stated in item # 4, Technical Support Contact/Support Hours for assistance in resolving the problem.
- ☐ Report other technical problems to the Vital Records Help Desk, as described below under item # 4, Technical Support Contact/Support Hours.

b. DHHS/Vital Records unit response:

- ☐ Vital Records Help Desk will review the problem reported and contact the DHHS Help Desk, if needed, for assistance in resolving problem.
- ☐ DHHS Help Desk will document the reported problem and assign the issue to the appropriate IS&T (Information System & Technology) technical support unit for problem resolution.
- ☐ DHHS IS&T technical support staff, Vital Records unit, and the user's computer technical support staff will coordinate efforts to resolve the problem.

2. Vital Records ERS-II application software problems/questions:

When a user encounters a problem in using the Vital Records ERS-II application software or has a question concerning how to complete a field(s) of data in the Vital Records ERS-II system, contact the Vital Records Help Desk directly. The Vital Records Help Desk will work with the user to resolve the problem.

3. General Vital Records problems/questions:

For general questions concerning completion of certificates, refer to Appendix V.

4. Technical Support Contact/Support hours:

The Vital Records Help Desk will be staffed during normal business hours from 8:00 a.m.-5:00 p.m., Monday – Friday [excluding State holidays listed in Appendix IV].

If support is needed outside of business hours, the users must use one of the following two processes to report a problem.

When reporting problems after hours--provide your name, phone number, the name of the business, and a brief description of the problem. All messages will be responded to by end of the next business day.

- ❑ After hours, call the Vital Records Help Desk (402 471-8275) to leave a recorded message describing the problem or question. The Vital Records staff will respond to all messages during the next business day.
- ❑ Send an e-mail message to vitalrecords@dhhs.ne.gov describing the problem or question. All e-mail messages will receive a reply to your e-mail address or a staff member will contact you directly the next business day.

5. Communication with users

- ❑ Periodically, we will be communicating updates and messages concerning the system through the use of email.
- ❑ It is strongly encouraged that each Vital Records ERS-II user has access to an email system to receive electronic correspondence.

■ The email system must allow the user to receive attachments

II. System Availability

The Vital Records ERS-II system is scheduled to be available 23 hours each day, 7 days per week, with the following exceptions:

Vital Records ERS-II system

- a. The system is not available during system backup periods scheduled to begin at midnight and running for approximately one hour.
- b. The system is not available during routine maintenance periods for server hardware and upgrades to the software. The State will try to schedule these events outside of the normal business hours time frame.
- c. The system may not be available during normal business hours if an emergency software and/or hardware patch needs to be applied to the system or the system experiences an unexpected technical problem with system hardware.
- d. The system may not be available if the wide-area network (WAN) operated by the State of Nebraska and used by the Vital Records System is experiencing technical problems.
 - ❑ Due to the critical nature of the State WAN, high priority is given to maintaining its availability and resolution of any technical problems.
- e. The system may not be available due to technical problems with the Citrix/Metaframe server or database server (which stores the Vital Records data) supporting the Vital Records application.
 - ❑ Failure of the Citrix/Metaframe server should be rare. The State maintains multiple servers for redundant backup support for the Vital Records System. If one of the Citrix/Metaframe servers should fail, the users will automatically move to one of the other remaining servers.
 - ❑ The database server being used for the Vital Records System has built-in technology such as hot-swappable drives, and mirroring of data to minimize failures or down time.
 - ❑ The State maintains a duplicate database server that is available in case a hardware failure should occur.

USER Access

- f. The system may not be available if the communication path (WAN, DSL, or dial-up phone line) or Internet Service Provider (ISP) used to access the Internet is experiencing problems. It is the responsibility of each business to insure that the Internet is available to access the Vital Records System.
- g. The Vital Records System will be available on State holidays [see Appendix IV].
 - ❑ **However, Help Desk support at the State level will not be available.** If problems or questions arise during this timeframe, use the procedure described in # 4 Technical Support Contact/Support Hours section above for reporting problems and questions outside normal business hours.

III. Contingency Plan

If the system is not available for any one of the reasons described above, there are two courses of action available to the user.

1. Wait and try to access the system at a later time.
2. Contact Vital Records Help Desk to determine how the record should be submitted. If the system is not available due to a technical issue, Vital Records may be able to provide an estimate of time as to when the system will be available again.

IV. Printers

Printer Requirements

1. Users are responsible for the purchase and maintenance of their printers.
2. Users will be printing locally from their desktop systems but also through the State's Citrix/Metaframe server.
3. Make sure you are using the latest version of your Operating system. If you have not updated your operating system or updated your print driver, you may not be using the most current print drivers supported by your operating system. This will cause print issues.
4. If you have multiple printers, you may be able to reassign a different printer to your desktop for successful printing.
5. If a printer is not compatible with the Vital Records ERS-II system, you will need to purchase a replacement printer. Many three-in-one printers (printer, copier, and fax) have been determined to cause print issues. It is best to dedicate a single function printer for use with the ERS II system. When purchasing a new printer, contact the Vital Records office for a list of compatible printers with the ERS II.
6. When setting the print setting use medium or standard print quality (not highest quality setting on print preferences), this is a right click on printer preferences to get you to the correct screens.

V. Adding New Users, Changing a User's authority, or Deleting Users

- To meet HIPAA Security Rule Administrative Safeguards Standards 45 CFR 164.308, the following procedure is followed to add new users, change the authorization of existing users, or to terminate access for users. It is the responsibility of the business to notify the Vital Records Unit when new users are to be added, authorization changes need to be made, or to delete staff that have terminated or changed job responsibilities.
- Each employee will need a User-ID and unique password to access to the Vital Records ERS-II System. It is **prohibited** to use a generic password, sharing the User ID and passwords. Violation of this policy may result in termination of access to the Vital Records ERS-II system.

Note: Contact the Vital Records Training Coordinator to add a new user, terminate a user, or change the security of a user. The Vital Record Unit prefers this information to be by email. (See Appendix V).

Adding a New Employee/User

- Use of the Vital Records ERS-II system requires all new users to be registered. Notify the Vital Records Training Coordinator and provide the name of the new employee, the name of the business, the address of the business, the name of their supervisor, a contact telephone number, their work hours/days, and their email address.
- The Vital Records Training Coordinator will request Network security approval and that the DHHS Help Desk set up the new employee with a Citrix/Metaframe User-ID and default password. The DHHS Help Desk will contact the new employee directly to assist in logging on to Citrix/Metaframe.
- Vital Records Training Coordinator will set up the new employee's information in the application.
- Vital Records Training Coordinator: Reference Appendix V

Terminating a User-ID

- Employees that terminate **OR** transfer to other responsibilities and not using the ERS II, should no longer have access to the application. Each business using the ERS II is required to notify the Vital Records Training Coordinator to terminate the user's access. **OTHER USERS MUST NOT USE** the ID for a terminated or transferred employee. Sharing User ID's is a policy violation and may result in termination of access to the Vital Records ERS-II system.
- The Vital Records Training Coordinator will request the DHHS Help Desk delete the Citrix/Metaframe User ID.
- The Vital Records Training Coordinator will delete the Vital Records ERS-II system User ID.
- Vital Records Training Coordinator: Reference Appendix V

Changing a current employee's application security

- If an employee needs access to additional functionality available in the application, or an employee no longer needs access to specific functionality, the hospital must contact the Vital Records Training Coordinator. Each business will need to provide the name of the employee and a description of the change.
- The Vital Records Training Coordinator will make the necessary changes to the application security.
- Vital Records Training Coordinator: Reference Appendix V

Vital Records System Technical Requirements document

See Appendix I – Vital Records Electronic Registration System (ERS-II) Technical Overview

- Overview of Vital Records ERS-II technical requirements.
- Desktop Hardware/Software requirements, Internet requirements, printers, software-licensing issues.

Accessing/Loading the Citrix/Metaframe software

See Appendix II –Citrix/Metaframe Access over Network

- Instructions on loading the Citrix/Metaframe software
- Instructions for signing onto the system.

Changing your Citrix/Metaframe Password

See Appendix III – Procedure for Changing your Citrix/Metaframe Password

- Instructions on how to change your Citrix/Metaframe password.
- Password Requirements.

Appendix I

Vital Records Electronic Registration System (ERS-II) Technical Overview

The Vital Records Electronic Registration system (ERS-II) is a Microsoft Windows based application, using Microsoft SQL Server as its database. The application is deployed on a Citrix/Metaframe application server, and served via the Internet to Windows workstations running a “CitrixICA” as the client software, and accessing the Citrix/Metaframe server using a standard Web browser (Microsoft Internet Explorer).

Citrix “ICA” (Citrix Independent Computing Architecture): is the “thin” protocol that enables Citrix to separate screen updates and user input processing from the rest of the application’s logic. When using a CitrixICA Client, all application logic executes on the server and only screen updates, mouse movements and keystrokes are transmitted via the CitrixICA session.

A CitrixICA client is the software component that executes on the client device. It allows the user to establish a CitrixICA session with a Citrix/MetaFrame XP server. This session enables the user to access server-based applications that appear to run locally on the client machine but execute on the server.

The Vital Records ERS-II application software is executed on the Citrix/Metaframe server. That server, not the individual workstation, accesses the database. Users gain access to the application through an established login ID and password. Each login ID is associated with a single GUI Role (what the user is allowed to see) and a single Security Group (what the user can do).

Authorized users will be able to enter, search, display and revise vital records, and can run reports and print documents based on their assigned security level.

All users of this system will be executing the same code on the application server, and will have access to the same central database, regardless of the user’s physical location throughout the state.

Vital Records ERS-II System Access

All users will first need to have access to the Internet using Internet Explorer (IE). Through the Internet, and with appropriate authority, the workstation will gain access to the Vital Records ERS-II system that resides on a Citrix/Metaframe server. The application then accesses the database.

The Citrix Client Software will be downloaded, with the assistance of the user, by the DHHS Help Desk Staff, or by the Vital Records Help Desk Staff or it will be downloaded by the Vital Records staff prior to the scheduled training session at the users place of business. The size of the download is 2 MB. Once it is downloaded it will be available for access the Vital Records ERS II System that resides on the Citrix/Metaframe server.

Security of Data

All transmissions of data between the State and remote users (hospitals, funeral homes, Douglas County Health Department, etc.) of the Vital Records ERS-II system will be encrypted using standard SSL (Secure Sockets Layer) 128-bit encryption in addition to Citrix/Metaframe’s own SecureICA 128-bit encryption protocol.

Print jobs are encapsulated within both SSL and SecureICA protocols.

Citrix/Metaframe Client Software Download Issues

In attempting to download the Citrix/Metaframe software for the Vital Records ERS-II system, you may encounter various technical problems due to the various configuration settings in place at your location.

Listed below are some issues that you will need to be aware of when trying to download the Citrix/Metaframe software.

- Need to insure the Citrix Web Client has been installed on each PC (requires Administrative privileges) that you wish to access the Vital Records ERS-II system.
- Verify that Internet Explorer has the 128bit encryption pack installed
- Verify that in Internet Explorer that TOOLS | INTERNET OPTIONS | ADVANCED | 'Do not save encrypted pages to disk' is UNCHECKED
- Verify Internet Explorer can accept all Cookies from the following:
 - [HTTP://nfuse.dhhs.ne.gov](http://nfuse.dhhs.ne.gov)
 - [HTTP://csg.dhhs.ne.gov](http://csg.dhhs.ne.gov)
- Verify Internet Explorer is not blocking pop-ups for the following:
 - [HTTP://nfuse.dhhs.ne.gov](http://nfuse.dhhs.ne.gov)
 - [HTTP://csg.dhhs.ne.gov](http://csg.dhhs.ne.gov)
- Proxy / Firewall setting will need to be verified. The Proxy/Firewall must be open for outbound traffic on ports 80 & 443 and inbound traffic on port 1494 to the following:
 - [HTTP://nfuse.dhhs.ne.gov](http://nfuse.dhhs.ne.gov)
 - [HTTP://csg.dhhs.ne.gov](http://csg.dhhs.ne.gov)

Other Technical Requirements

Desktop Software Requirements:

- Operating System: Windows XP Professional or Windows Vista
- Internet Explorer 5.5, Service Pack 1; or a later version of Internet Explorer – best operation at the later version(s)
- Citrix Web Client version 9.x or higher

Desktop Hardware Requirements:

- Pentium II or later
- Direct Internet access connection is required

Internet Service Provider (ISP)

- Faster Internet connections (i.e., DSL--Digital Subscriber Line, etc.) enables better connectivity, faster response times along with better communications and faster printing of documents.

Printers

- Any printer used at your site will need to be tested with the State's Citrix/Metaframe server to determine if it will print. The print driver for the specific brand/model of printer used at your site may need to be updated by going to your printer manufacturer's website, download the latest print driver, and install.
- If it will still not print correctly, contact the Vital Records Help Desk. We will forward your issue(s) to the DHHS Help Desk.
- If the printer will not work, you will need to purchase a new printer that will work with the Vital Records ERS-II system. If you have multiple printers at your site, you may be able to reassign a different printer to your desktop for successful printing.
- Many three-in-one printers (printer, copier, and fax) have been determined to cause print issues. It is best to dedicate a single function printer for the use with ERS II system.
- Printers that seem to work best are the new Hewlett-Packard (HP) brand printers. Contact the Vital Records department for a list of possible print models that work with the ERS II system. (REMEMBER – the older your printer, the less likely it is supported by your operating system or the manufacturer).

Software Licensing

- Licenses necessary to access the Vital Records ERS-II system are being paid for by the State.

Email Access

- Access to an Email system that can process attachments is strongly recommended.
- All communications to users are sent electronically.

Appendix II

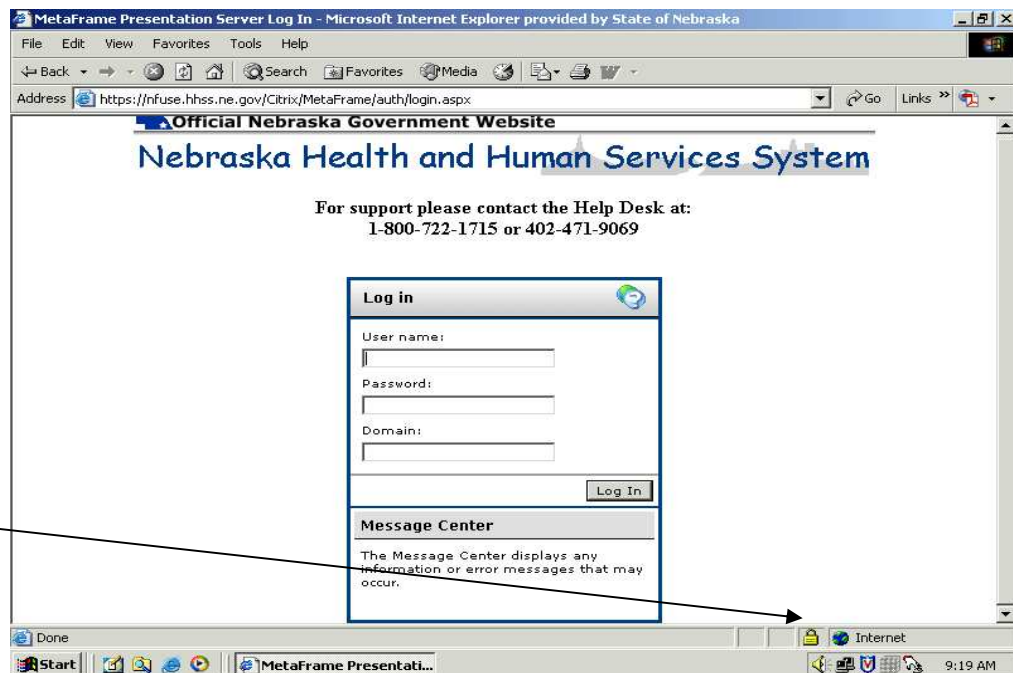
Citrix/Metaframe Access over the Network

This document provides instructions on the process of how a network connected user accesses applications through Citrix/Metaframe. The steps must be performed in the order as presented.

- Open Internet Explorer
- In the “Address” box type <http://nfuse.dhhs.ne.gov>
- Press the “Enter” key
- For easy access in the future to this page, do the following:
 - Select the “Favorites” pull-down menu
 - Select “Add to Favorites”
- In the “Name” field, type: Vital Records ERS-II system
- Press the OK button
- In the future, Perform Step 1, then select the “Favorites” pull-down menu and click on “Vital Record ERS-II system”.

The following screen will be displayed. If this screen does not appear or you get some type of error message, please contact the Nebraska Health and Human Services System (DHHS) Helpdesk at (402) 471-9069 or (800) 722-1715 for assistance in getting the Citrix/Metaframe software loaded properly.

The SSL Secured (128
will be visible all
This icon represents a
encrypted connection.



Bit) icon
times.
secure

Type in your:

USERNAME:

- The username is typically the first letter of the user's first name and up to the first six characters of the user's last name.
- For example; John Doe's username would be jdoe. Where as John Johnson's username would be jjohnso.
- The username should be typed in lowercase letters.

PASSWORD:

- Initially each password is set as HHss0000 [two upper case H's; two lower case s's; and four zero's].
- the password field is case sensitive, therefore the user must type in their password exactly as it was set up

DOMAIN:

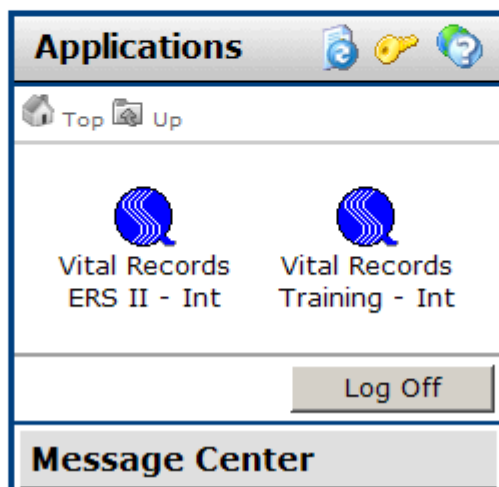
- Type BF200LNK [can be upper or lower case letters]
- Select the **Login** button

NOTE: The first time a user's computer accesses the web site, the Citrix Client will need to be downloaded. This will be done with the assistance of the DHHS Help Desk staff or the Vital Records Help Desk staff. The Citrix Client installation is only performed during the initial Citrix/Metaframe connection as well as any new Citrix/Metaframe client updates that will need to be installed in the future.

After you click the Login button, the following screen will appear. You will then double click on the World.

Nebraska Health and Human Services System

**For support please contact the Help Desk at:
1-800-722-1715 or 402-471-9069**



That will bring up the Download page. You will be instructed on which Citrix Client to download to your computer.

Nebraska Health and Human Services System

Downloads Page

- [Simplify Printing v3](#)
- [ICA Web Client 9.230](#)
- [Program Neighborhood 9.230](#)
- [ICA Web Client 10.1 \(Vista\)](#)
- [Program Neighborhood 10.1 \(Vista\)](#)
- [Internet Explorer High Encryption Packs](#)
- [Root Certificate](#)
- [Intermediate Certificate](#)
- [VeriSign](#)
- [McAfee Patch 11](#)

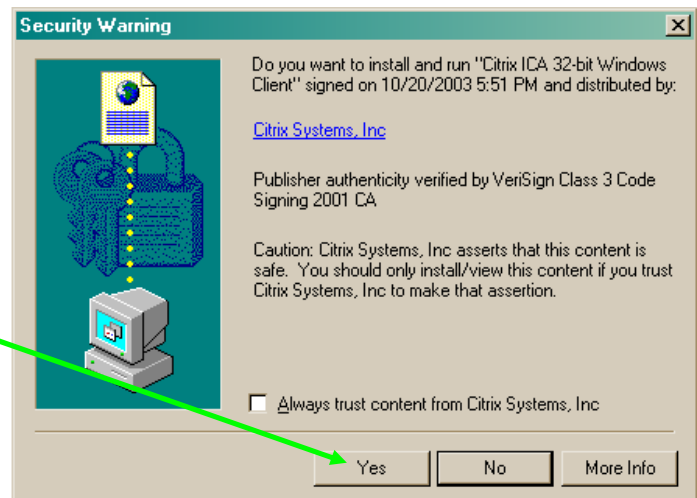
The following five screens represent the client installation process:

The first screen is asking for permission to copy software to the user's computer.

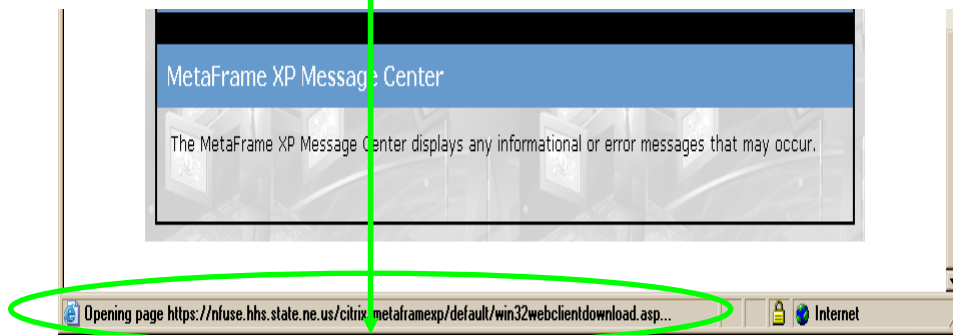
Click to "check" the white square box that is next to "Always trust content from Citrix Systems, Inc."

Select the "Yes" button to continue.

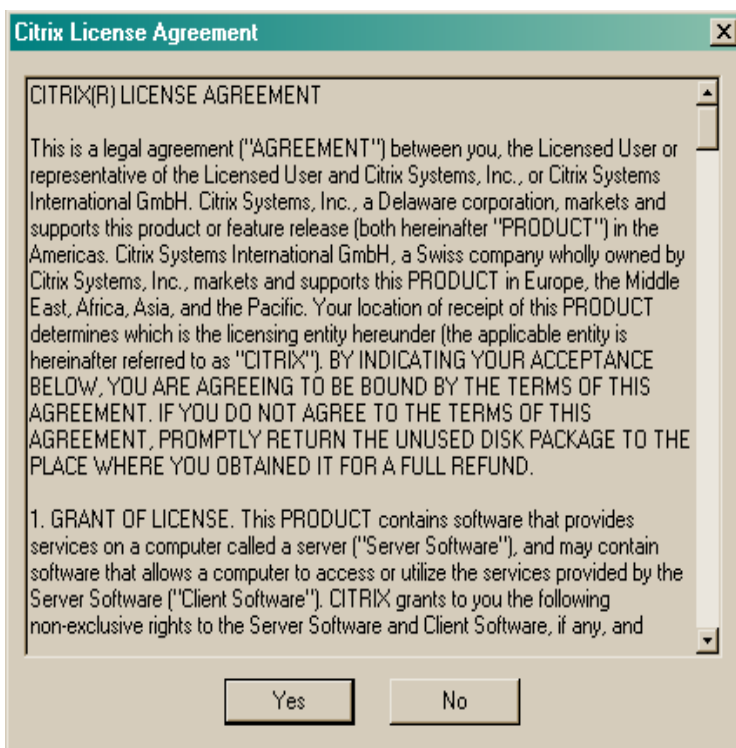
At this time, the client software is being sent to the user's computer. This can take from a few seconds to 5 minutes.



- an indication that the software is currently being copied to the user's computer is identified by the "Opening page <http://nfuse.dhhs.ne.gov/citrix/metaframexp/default/win32webclientdownload.asp>" text in the lower left-hand portion of the Internet Explorer window.



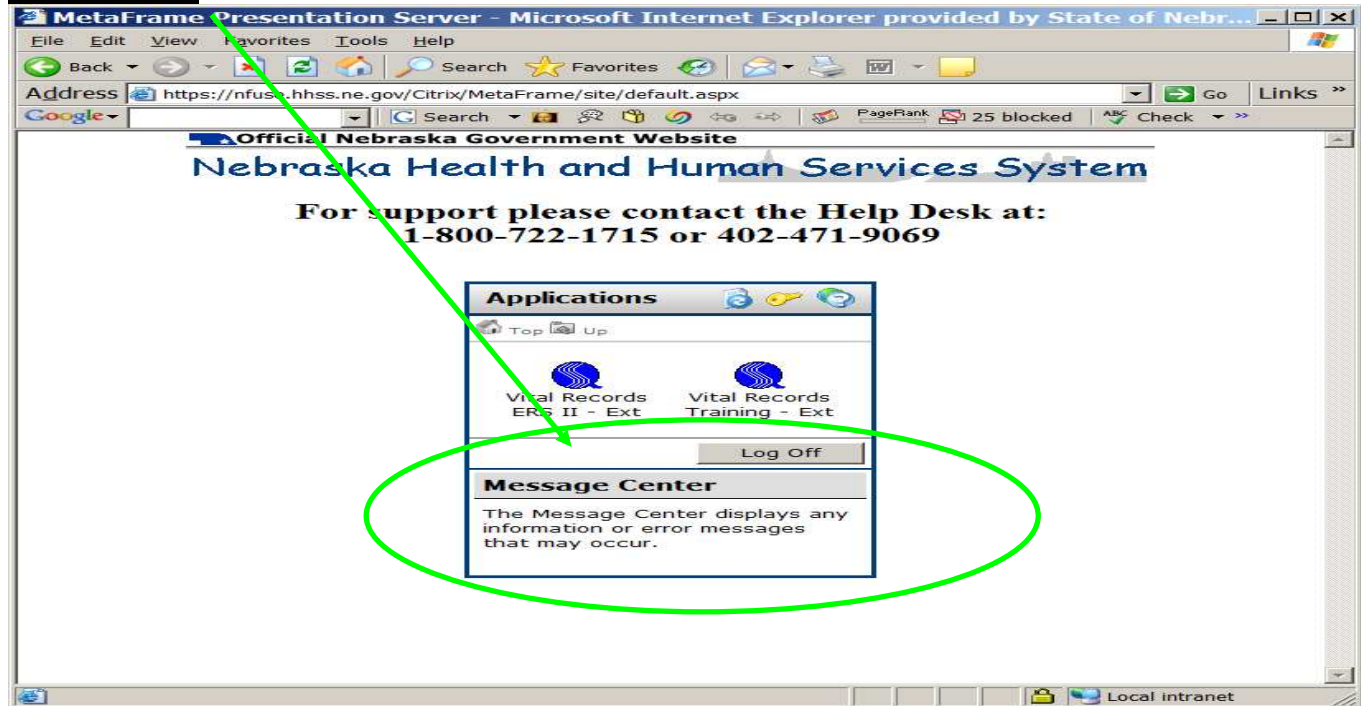
Once the software is completely copied to the user's computer, the lower left-hand portion of the Internet Explorer window will display "Done" and the "Opening page <http://nfuse.dhhs.ne.gov/citrix/metaframexp/default/win32webclientdownload.asp>" text will disappear. In addition, the following screen will be displayed.



Click on the "Yes" button to accept the License Agreement.

The client software will now install on the user's computer.

A screen similar to the following screen will be displayed which lists only the applications for which the user has been given access. Your screen will display two icons—**Vital Records ERS-II--Ext** and **Vital Records Training--Ext**.



A single-click on the **Vital Records ERS-II--Ext** icon launches the Vital Records ERS-II application.

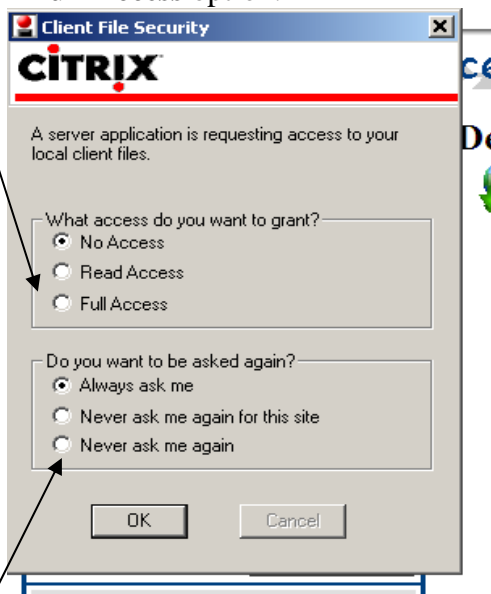
The **Vital Records Training-Ext** icon can be selected if you wish to **train** a staff member at your location—data entered into this database should be considered **temporary** because it is routinely deleted.

The **ICA Client File Security screen** will next appear.

The Security screen will ask two questions:

“What access should be allowed?”

click on **Full Access** option.



“Do you want to be asked again?”

click on **Never ask me again**

Then Click on the “**OK**” button. This screen only appears the **first time** the user signs into the application.

In order to close the application after it has been opened, perform the exit procedure as defined for the Vital Records application.

To exit Citrix/Metaframe and properly close the program, right-click on the “X” button in the upper right-hand corner of the Internet Explorer window or within the Internet Explorer window, select the “File” pull-down menu and select “Close”.

Appendix III

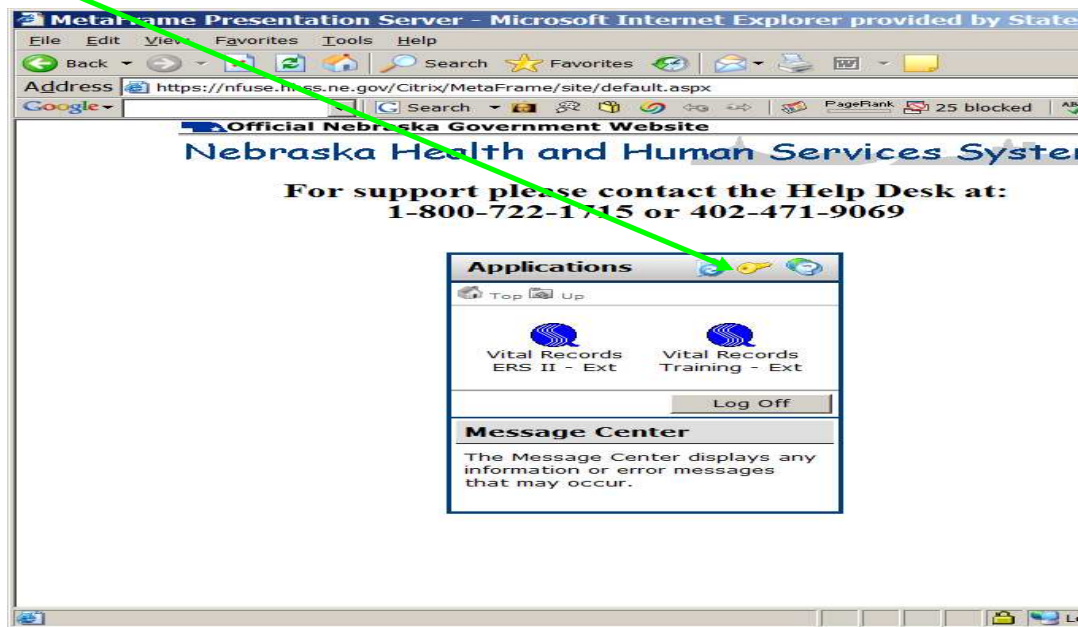
Changing Your Citrix/Metaframe Password

Procedure for changing your Citrix/Metaframe password: The following procedure is used to change the Citrix/Metaframe account password only.

- Log onto the Citrix/Metaframe web page as outlined in Appendix II



- Click on the “Change Password” icon:



Change Password

Old password:

New password:

Confirm password:

OK

Cancel

Message Center

The Message Center displays any information or error messages that may occur.

The following screen is displayed:

Each of these fields is discussed below:

Old password: Enter your current password.

This field is case sensitive. Therefore, using upper and/or lowercase letters, special characters, and/or numbers as set up in your password is important.

New password: Enter what you want your new password to be – see “Password Requirements” listed below.

This field is case sensitive. Therefore, when entering your new password, when upper and/or lower case letters are used; the case of each letter must match each time you log onto Citrix/Metaframe.

- **Confirm new password:** Enter your new password again for verification (this field is case sensitive)

- Click on the **“Submit”** button to commit the change.

- If the password change is not successful, the following type of error message [or a similar message] will be displayed in the bottom portion of the Message Center area of the screen.

If you have completed all three fields on this screen are returned to the Applications screen as shown on the



ERROR: The change password operation failed.

correctly, you prior page.

Note: After the 3rd unsuccessful attempt at changing your password, the user is locked out of the system. You will then need to contact the HHSS Help Desk to have your password reset.

- The system has been designed so that the user only needs one password to enter through the Citrix/Metaframe and the application.

Password Requirements:

- A strong password standard is enforced by the State for all passwords. The following requirements must be satisfied when the user selects a password:
- The password must contain a minimum of eight (8) characters in a combination containing three (3) of the following four (4) characteristics:
- At least one UPPER CASE alpha character (A-Z)
- At least one lower case alpha character (a-z)
- At least one Numeric value (0-9)
- At least one special character (~!@#\$\$%^&*()_+<=>?;':\)
- All passwords must be changed at least every 90 days. You may change passwords more frequently to strengthen your security. The recommended password change interval is every 90 days.
- Passwords cannot be reused for 12 months.
- Logon ID accounts will be automatically revoked after 3 consecutive unsuccessful password attempts.
- You will need to call the Vital Records Support unit to get the passwords re-authorized and reset.
- Portions of the user's name cannot be used as part of the password.

Appendix IV

State Holidays

➤ New Year's Day	January 1
➤ Martin Luther King, Jr. Day	Third Monday in January
➤ President's Day	Third Monday in February
➤ Arbor Day	Last Friday in April
➤ Memorial Day	Last Monday in May
➤ Independence Day	July 4
➤ Labor Day	First Monday in September
➤ Columbus Day	Second Monday in October
➤ Veteran's Day	November 11
➤ Thanksgiving Day	Fourth Thursday in November
➤ Day after Thanksgiving	Friday following Thanksgiving
➤ Christmas Day	December 25

Note: If the holiday falls on a Saturday, then Help Desk staff and Vital Records staff are not available on Friday. If the holiday falls on a Sunday, then Help Desk staff and Vital Records staff are not available on Monday.

Appendix V

Vital Records Contacts

Vital Records Help Desk: 402-471-8275

- For questions related to how to use the Vital Records ERS-II system; report problems encountered in using the system; and/or leave messages during non-business hours, 8:00 am to 5:00 pm, Monday through Friday (excluding State holidays – Reference Appendix IV).

Birth Records:

- For general questions concerning completion of birth certification, rejection/return of birth records, and/or legal issues **call 402 -471-0907 or 402-471-0924.**

Death Records:

- For general questions concerning completion of death certification, rejection/return of death records, and/or legal issues **call 402-471-0912 or 402-471-0919.**

Marriage/Divorce Records:

- For general questions concerning completion of marriage or divorce certification, rejection/return of marriage/divorce records, and/or legal issues **call 402 471-2872 or 402-471-0919.**

Vital Records Training Coordinator:

To add a new user, terminate a user, change the security of a user or to set up training for new users, call **402-471-0919.**

Vital Records E-mail: vitalrecords@dhhs.ne.gov

- For technical questions related to how to use the Vital Records ERS-II system; report problems encountered in using the system; and/or leave e-mail messages during non-business hours, 8:00 am to 5:00 pm, Monday through Friday (excluding State holidays – Reference Appendix IV).